User's manual

950 Speakerphone with caller ID/call waiting

For customer service or product information, call **1 (800) 222-3111** (US), **1 (866) 288-4268** (Canada), or visit our website at **www.telephones.att.com.**

Please also read
Part 1 — Important product information

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Product overview

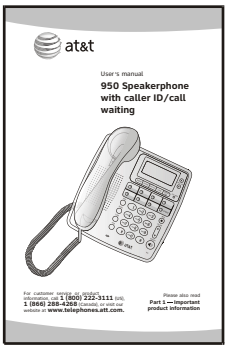
This AT&T 950 Speakerphone with caller ID with call waiting can be used flat on a tabletop or desktop or mounted on a wall and does not require AC power for operation. The 950 features a speakerphone for hands-free use and a data port which allows the use of another device such as a modem, fax machine, or answering system with the same wall jack. The 950 also features a 14-number memory for fast dialing and a directory which can store up to 25 additional numbers with names. This telephone has a caller ID feature which supports caller ID with call waiting service. (Caller ID services are subscriber services available form many local telephone companies for a fee.)

This User's manual contains detailed instructions for installing and operating your AT&T 950 Speakerphone with caller ID/call waiting. Please be sure to follow the directions carefully.

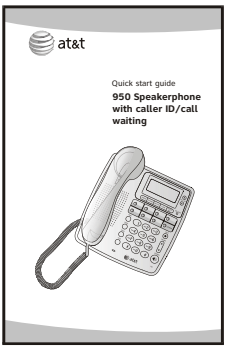
Before you begin

Parts list

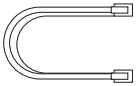
Your box should include:



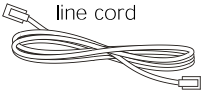
This user's manual



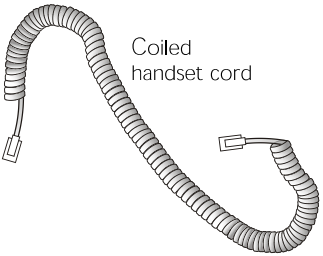
Quick start guide



Short telephone line cord

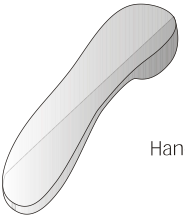


Long telephone line cord



Coiled handset cord

Telephone base with wedge attached



Handset

Also needed

You will also need the following to install your phone:

- Four AA batteries (purchased separately).

About caller identification (caller ID)

This product has a caller ID with call waiting feature that works with services from your local telephone service provider.

Caller ID with call waiting lets you see who's calling before you answer the phone, even when you're on another call.

You may need to change your telephone service to use this feature. Contact your phone service provider if:

- You have both caller ID and call waiting, but as separate services (you may need combined service).
- You have only caller ID service, or only call waiting service.
- You don't subscribe to any caller ID or call waiting services.

You can use this product with regular caller ID service, and you can use this product's other features without subscribing to either caller ID or combined caller ID with call waiting service.

There are fees for caller ID services, and they may not be available in all areas.

This product can provide information only if both you and the caller are in areas offering caller ID service, and if both telephone companies use compatible equipment.

About call history

This telephone assigns each incoming call a number from 1 to 65. The most recent call will have the highest number. When the memory is full, the earliest call information is deleted to make room for new incoming call information.

If you answer a call before the call information appears on the screen, it will not be stored in the call log.

About home area code and local area codes

Always program your home area code, and if you need them, up to four local area codes (see **Set home area code and set local area codes** on pages 11 and 12). programming these area codes will change how numbers are displayed in the call history by using the dialing option feature, and will allow for correct operation of the display dial feature.

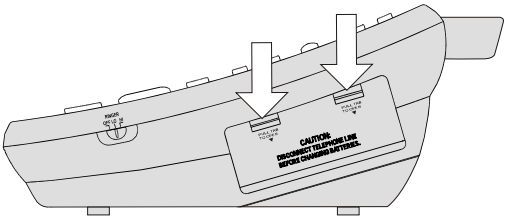
Installation

Battery installation

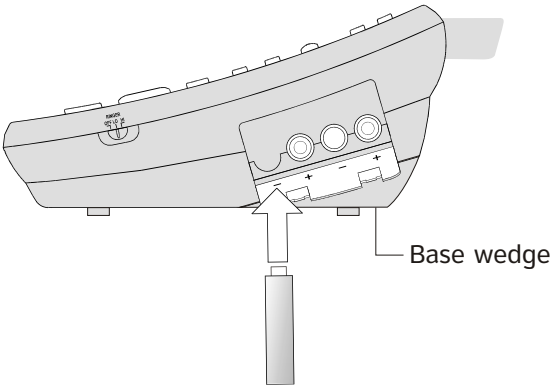
Before using the telephone, you should install four AA batteries (purchased separately). You can use the phone without the batteries to dial and receive calls using the handset, but four AA batteries are required to power the display screen, speakerphone, Features Setup, Program, Flash, Hold, Mute and caller ID features.

CAUTION: Always unplug the line cord before installing new batteries.

1. **Press down on the battery compartment tabs as shown and pull to open the battery cover.**



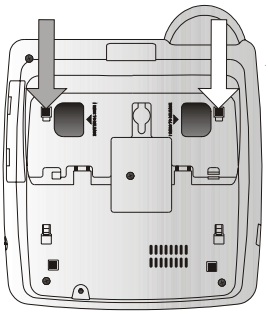
2. **Insert four new AA batteries (purchased separately) following the polarity markings in the battery compartment.**



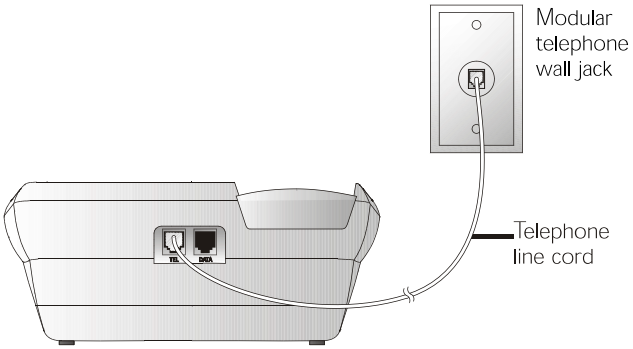
3. **Close the battery compartment cover, making sure the cover snaps into place.**

Tabletop/desktop installation

1. **Check the base wedge.**
   The set arrived with the base wedge positioned for desk use. Make sure it is secure by pressing the two feet.



2. **Connect the long telephone line cord to the jack labeled TEL on the back of the telephone.**



3. **Connect the line cord to a modular wall jack.**

continued on page 6

Tabletop/desktop installation

continued from page 5

4. **Connect the handset to the telephone.**
   Plug the coiled handset cord into the handset jack on the left side of the telephone base. Plug the other end of the coiled cord into the handset, then hang up.

5. **Check for dial tone.**
   Lift the handset and listen for a dial tone. If you cannot hear a dial tone, press **VOLUME** ▲. If you still do not hear a dial tone, see the **In case of difficulty** section, pages 34-36, of this manual.

Your phone will work immediately after installation using the default feature settings (see **Default settings** on page 31).

NOTE: If you subscribe to caller ID services from your local telephone service provider, you must follow the instructions in **Set home area code,** (see page 11), for your phone to properly recognize and dial calls from the call history list. You may also need to check **Set local area code** (see page 12) if you want the phone to recognize multiple area codes.

Wall mount installation

1. **Reposition the base wedge for wall use.**

   Press on the base wedge as shown in **figure a** to release the wedge. Rotate the wedge as shown in **figure b** so that the larger end is toward the bottom of the telephone. Lock the wedge by positioning it as shown in **figure c** and pressing, (as shown by the arrow), it into the telephone base until it locks in place.

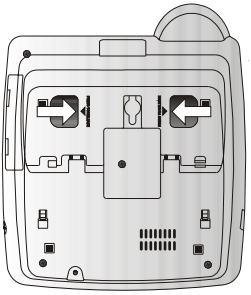


figure a

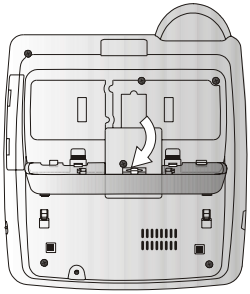


figure b

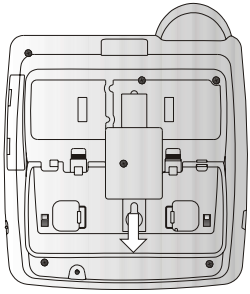
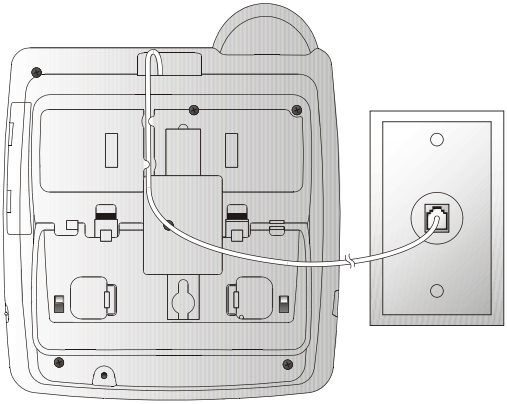


figure c

2. **Connect the short telephone line cord to the telephone.**

   Plug one end of the short line cord into the jack labeled **TEL LINE** and thread the cord through the tabs under the phone as shown.



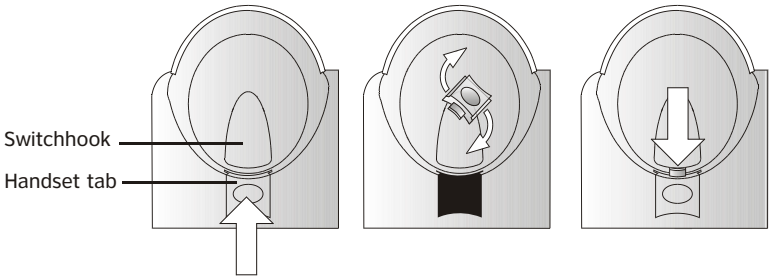
continued on page 8

Wall mount installation

continued from page 7

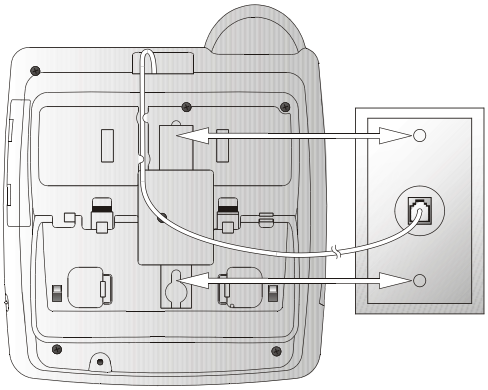
3. **Reverse the handset tab.**

   This tab holds the handset when you hang up. Hold down the switchhook, and slide the handset tab up and out of its slot. Turn the tab so that the end with the hook is up. Then insert the handset tab back into its slot.



4. **Connect the short telephone line cord to a modular wall jack and mount the telephone on the wall jack.**

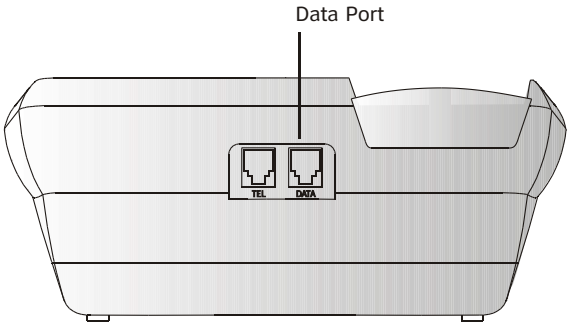
   Make sure the short telephone line cord snaps firmly into place. Place the telephone on the wall jack mounting studs and pull down until it is held securely.



5. **Follow steps 4-5 in Tabletop/desktop installation on page 6.**

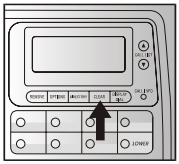
Data port

If you want to connect another device (such as a modem or fax machine) to the wall jack, use the jack on the telephone labeled DATA. A call picked up at another extension may interrupt a fax, modem or message transmission.

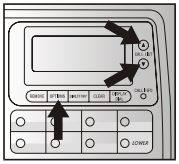


Feature setup

The screen will display prompts to help you setup the phone when you first install it. You can always get back to these setup screens by pressing OPTIONS.



NOTE: You can exit feature setup at any time by pressing CLEAR or by lifting the handset when there is no incoming call. The order features appear in the menu changes after the initial setup. For complete feature setup, see **Set remaining features** on page 14.



Language selection

You can select ENGLISH, ESPANOL (Spanish) or FRANCAIS (French) as the language in which your screen prompts are displayed. When you first install batteries, the screen displays:

```
WHICH LANGUAGE?
```

1. Press **CALL LIST** ▲ or **CALL LIST** ▼ until the screen displays your language selection.
2. Press OPTIONS to save the setting. You will see the contrast setup screen.

Set contrast

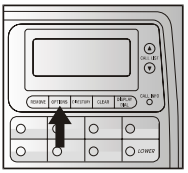
Adjust screen lighting to a comfortable level, from 1 (light) to 4 (dark).

1. Press and release OPTIONS until the screen displays SET CONTRAST.
2. Press **CALL LIST** ▲ or **CALL LIST** ▼ until the screen displays the contrast level you prefer.
3. Press OPTIONS to save the setting. You will see the HOME AREA CODE setup screen.

Set home area code

You must program your area code, so your phone can properly recognize and dial calls.

For calls within your area code **You dial:**	**Enter in step 2:**
7 digits (phone number, no area code)	Your area code
10 digits (area code + telephone number) --- **OR** --- 11 digits (1+ area code + telephone number	0 0 0



1. Press OPTIONS until the screen displays:

```
HAC-___
HOME AREA CODE?
```

2. Use the keypad to enter your three digits of your home area code.
3. Press OPTIONS to save the setting. You will see the LOCAL AREA CODE setup screen.

NOTE: A home area code must be programmed to use the display dial feature. If you try to use display dial before entering a home area code, you will be prompted to enter the home area code. Enter the code and press OPTIONS.

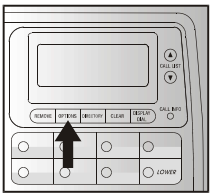
Set local area code

You can program up to four local area codes.

Calls outside your area

For:	You dial:	Enter in step 2:
All calls outside your area code	11 digits (1+ area code+ telephone number)	No local area code
Some calls outside your area code	10 digits (area code + telephone number)	Area codes that do not require a **1**

If you dial 10 digits (area code + phone number) for calls within your own area code, include your area code as a local area code.

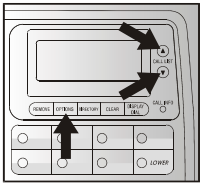


1. Press and release OPTIONS until the screen displays:

2. Use the keypad to enter the three digits of the first local area code. Press OPTIONS to advance to the next local area code (LAC2-, LAC3-, LAC4-).
3. Press OPTIONS to save the settings when you have finished entering local area codes. You will see the call history screen.

NOTE: If you do not need to program the local area codes, pressing OPTIONS repeatedly until the SET CLOCK screen appears.

Set time and date



1. Press and release OPTIONS Until the screen displays:

```
    12:00AM 1-01

    SET CLOCK
```

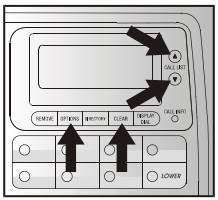
2. Use the keypad to change the blinking digit. To enter a number that is less than 10, you must enter a 0 before the number.

   For example: To enter 1 o'clock, you must enter 01, and to enter the month of March, you must enter 03. Use **CALL LIST** ▼ or **CALL LIST** ▲ to move to the nex digit. Use # to select between AM and PM.

3. When the correct time and date, (month first) are shown, press OPTIONS to save the new setting and to move to the next option.

Set remaining features

You can customize how the features of this product work.



1. Press and release OPTIONS until the screen displays the desired feature.
2. Press **CALL LIST** ▲ or **CALL LIST** ▼ until the screen displays your selected setting. Refer to the **Feature summary** below for a full description of the features and your choices.
3. Press OPTIONS.

This saves your selection and automatically moves you to the next option. When you finish setting features, the phone will automatically return to standby in 30 seconds or you can press CLEAR to exit programming immediately.

Feature summary

Default settings indicated by*. **(Refer to page 31 for the list of default settings.)**

Feature/options:	Choice:
SET CLOCK 12:00 AM 1-01	Set the date and time. Use # to toggle between AM and PM. Use **CALL LIST** ▲ and **CALL LIST** ▼ to choose a digit to edit, then use the keypad to change the digits.
WHICH LANGUAGE ENGLISH* ESPANOL FRANCAIS	Choose whether the display appears is English, Spanish, or French.
SET CONTRAST 1 2* 3 4	Adjust screen lighting to a comfortable level, from 1 (light) to 4 (dark).
SET HOME AREA CODE HOME AREA CODE?	Set screen to recognize calls from your area code.
SET LOCAL AREA CODES LOCL AREA CODE? LAC1...4	Program up to four local area codes that do not require dialing a 1 before them.

Default settings indicated by*. (Refer to page 31 for the list of default settings.)

Feature/options:	Choice:
CALL HISTORY	Choose which incoming calls are stored.
ALL CALLS *	The telephone stores all calls received.
NO CALLS	The telephone does not store call history.
REPEATED CALLS	Choose how new calls from the same number are displayed.
COMBINED *	The screen shows only the most recent call from this number, and REP is displayed.
SEPARATE	Each call from this number is listed separately.
CALL LIST ORDER	Choose in what order calls are displayed.
BY TIME *	Reverse order. Last call received is displayed first.
NEW CALLS FIRST	Unreviewed calls are displayed first, then calls by time.
CID-CALL WAITING	Set for the type of service to which you subscribe.
ON *	For type 2 service (screen displays information about call waiting calls).
OFF	For type 1 service (screen does not display information about call waiting calls). Also choose this setting if you do not subscribe to any caller ID services or if you have data equipment connected in series with the phone.

Telephone operation

Make a call

1. Lift the handset, then dial the number.

   --- **OR** ---

   Press SPEAKER, then dial the number.
2. To end the call, hang up.

   --- **OR** ---

   Press SPEAKER again.

Answer a call

Lift the handset.

--- **OR** ---

Press SPEAKER.

Note that the **CALL INFO** indicator flashes quickly to show that the phone is ringing.

Switch between handset and speakerphone

While on a handset call, press SPEAKER and replace the handset in the telephone base.

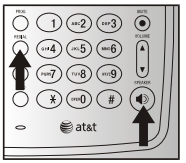
While on a speakerphone call, lift the handset.

Handset or speakerphone volume

Press **VOLUME** ▲ or **VOLUME** ▼ to adjust the volume of what you hear while on a call.

Redial

The last number called from this telephone (up to 32 digits), is stored in redial memory.



1. Lift the handset.

   --- **OR** ---

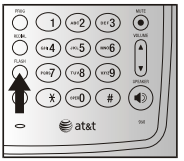
   Press SPEAKER.

2. Press REDIAL. The number is dialed automatically.

NOTE: You can erase the redial memory by pressing PROG, REDIAL, PROG in idle mode.

Flash/call waiting

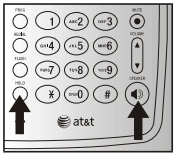
If you subscribe to call waiting service with your local telephone service provider, you can answer a new incoming call without losing your current call.



1. While on a call press FLASH to connect to the new call when you receive a call-waiting signal.
2. Press FLASH again to return to the original call.

NOTES:

1. Use FLASH to access other phone company subscriber services, as described by your telephone company.
2. The telephone cannot display the information if another telephone on the same line is in use. Make sure all extensions are on hook when not in use.



Hold

Press HOLD to put a call on hold.

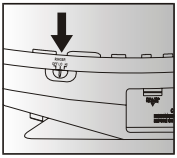
The **CALL INFO** indicator will flash slowly to indicate the call is on hold.
To return to the call, press HOLD again.

--- **OR** ---
Lift the handset.
--- **OR** ---
Press SPEAKER.
--- **OR** ---
Pick up the call at another extension connected to the same telephone line.

Mute

Press MUTE to prevent the other party from hearing you (you will still be able to hear the other party). Press MUTE again to return to your two-way conversation.

Ringer volume



Use the ringer switch on the right side of the base to adjust the ringer volume to **OFF, LO** or **HI**. If the ringer switch is set of **OFF**, this telephone will not ring when there is an incoming call. However, the **CALL INFO** indicator will still flash to indicate an incoming call.

Call info

The **CALL INFO** indicator on the phone is used to indicate there is additional information in the display about the current or previous calls.

Display screen icons

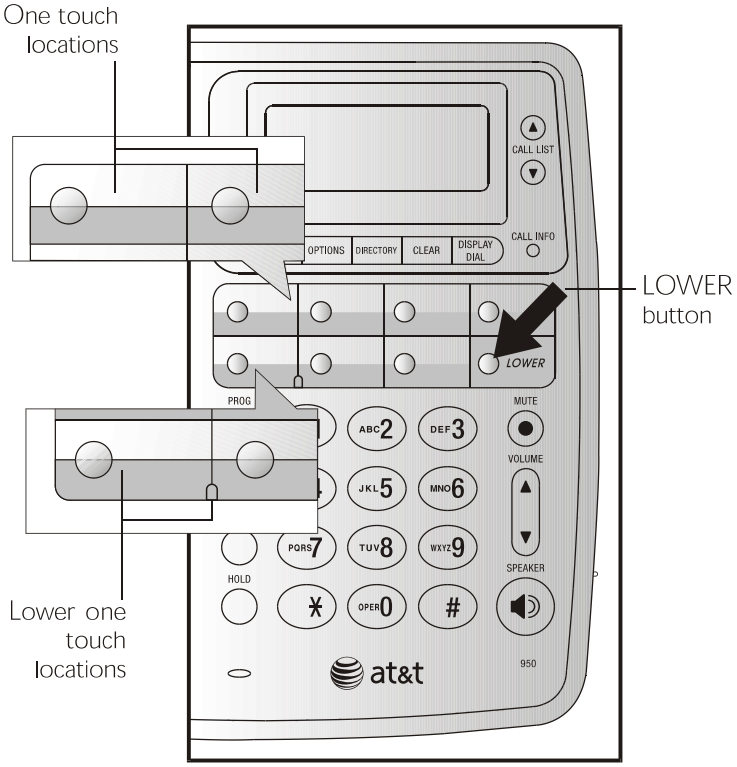
Screen display:	Indicates:
ERR	There is an error in the caller ID information.
	No phone cord connected, or this phone or another phone on the same line is in use. The screen might also display LINE IN USE.
NEW	The caller ID information displayed is unreviewed, (see **Caller ID operation** beginning on page 27).
REP	The caller ID information displayed is for a repeat call from this caller. (see **Caller ID operation** beginning on page 27).

Base lights

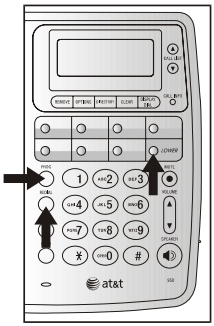
Light:	Status:	Indicates:
CALL INFO	flashing slowly	Line is in use. --- **OR** --- Call is on hold. --- **OR** --- You have unreviewed caller ID information. --- **OR** --- No phone cord connected.
CALL INFO	flashing quickly	Incoming call
SPEAKER	on	Speakerphone
MUTE	on	Mute on

One touch memory

This telephone has 14 one touch locations where you can store phone numbers you want to dial using only one or two keys. You can store up to 24 digits in each location. The first seven locations can be accessed using the one touch buttons. To access the remaining seven locations, press LOWER and then the one touch button for the desired location.
You may wish to write the names or telephone numbers of one touch entries on the directory card. Use the white spaces for the first seven locations and the gray spaces for the other seven locations.



Store a number in a one touch location

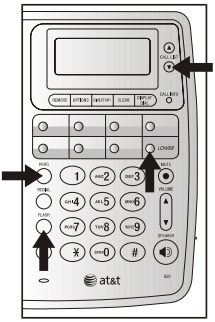


1. Press PROG. The screen displays ENTER NUMBER.
2. Dial the telephone number you want to store (up to 24 digits).
   --- **OR** ---
   Press REDIAL to store the last number dialed.

NOTE: If the redial number is longer than 24 digits, you will hear an error tone if you are off hook while storing the number. The number cannot be stored.

3. Press the one touch button for the desired location
   --- **OR** ---
   Press LOWER, then press the one touch button for the desired location. The screen displays STORED.

Store a pause or flash in a one touch entry

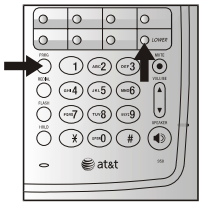


Press **CALL LIST** ▼ twice to store a pause in the dialing sequence (the screen displays P). Press FLASH to store a press of the flash button (the screen displays F).

Store a call history number in a one touch location

1. Press **CALL LIST** ▲ or **CALL LIST** ▼ to scroll through the call history.
2. Press PROG, then press a one touch button
   --- **OR** ---
   Press PROG, then press LOWER and a one touch button to store the number.
   The screen displays STORED.

Review a one touch entry



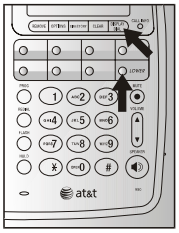
1. Press the one touch button for the entry you want to review.

   --- **OR** ---

   Press LOWER, then press the one touch button for the entry you want to review.
2. Press PROG to return to the idle screen.

Dial a one touch number

When the phone is off hook (handset or speakerphone):



Press the one touch button for the number you want to call.

--- **OR** ---

Press LOWER, then press the one touch button for the number you want to call.

When the phone is on hook:

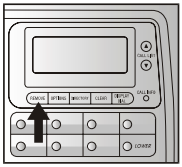
1. Press the one touch button for the number you want to call.

   --- **OR** ---

   Press LOWER, then press the one touch button for the number you want to call.
2. When the number is displayed on screen, press DISPLAY DIAL. The call is dialed using the speakerphone.

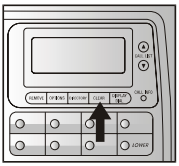
NOTE: You can switch to the handset after dialing begins by lifting the handset.

Delete a one touch entry



1. Follow the directions in **Review a one touch entry.**
2. When the number you want to delete is displayed, press REMOVE. The entry is deleted.

Directory memory



This telephone has a directory where you can store up to 25 additional telephone numbers and names. Numbers can be up to 24 digits long and names can be up to 15 characters.

Directory entries are stored in alphabetical order. You may wish to enter names with the last name first to maintain consistency with information stored through the caller ID features of this phone.

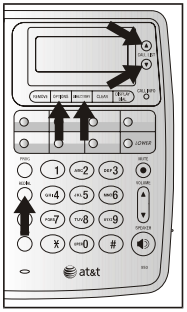
Press CLEAR at any time to exit the directory without saving changes and return to the idle screen.

Keypad characters

Dial key	Presses 1	2	3	4	5
1	1				
2	A	B	C	2	
3	D	E	F	3	
4	G	H	I	4	
5	J	K	L	5	
6	M	N	O	6	
7	P	Q	R	S	7
8	T	U	V	8	
9	W	X	Y	Z	9
*	*				
0	0				
#	#				

NOTE: Entries cannot be edited after screen displays STORED.

Store numbers and names in the directory



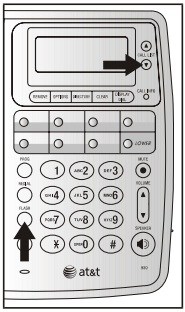
1. Press DIRECTORY, then OPTIONS. The screen displays ENTER NUMBER.
2. Dial the telephone number you want to store (up to 24 digits).
   --- **OR** ---
   Press REDIAL to store the last number dialed.

NOTE: If the redial number is longer than 24 digits, you will hear an error tone if you are off hook while storing the number. The number cannot be stored.

3. Press OPTIONS. The screen display includes ENTER NAME.
4. Use the **Keypad characters** chart on page 23 to enter a name up to 15 characters long. Use **CALL LIST** ▲ to backspace and **CALL LIST** ▼ to advance or add a space. When you want to enter two characters in a row which share a keypad button (for example **M** and **O**), you must press **CALL LIST** ▼ to move the cursor to the next position. There is no time limit for entering the name.
5. Press OPTIONS to store the name and number.

NOTE: To exit the directory at any time without saving changes, press CLEAR.

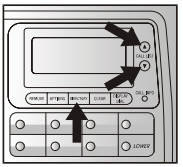
Store a pause or flash in a directory number



Press **CALL LIST** ▼ twice to store a pause in the dialing sequence (the screen displays P). Press FLASH to store a press of the flash button (the screen displays F).

NOTE: To exit the directory at any time without saving changes, press CLEAR.

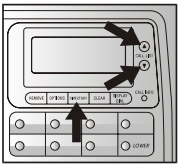
Store a call history number in the directory



1. Press **CALL LIST** ▲ or **CALL LIST** ▼ to scroll through the call history.
2. Press DIRECTORY to store displayed call information in the telephone directory. The screen displays STORED.

NOTE: Call information is stored exactly as it appears in the call history. You cannot edit the name or number before it is stored.

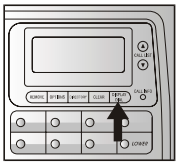
View directory entries



1. Press DIRECTORY.
2. Press **CALL LIST** ▲ or **CALL LIST** ▼ to scroll through an alphabetical list of numbers/names stored in the telephone directory.
   --- **OR** ---
   Use the keypad and the **Keypad characters** chart on page 23 to enter the first character of the name you want to view, then press **CALL LIST** ▼ if needed to move to the desired name.
3. Press DIRECTORY to exit.

NOTE: To exit the directory at any time without saving changes, press CLEAR.

Dial a directory number



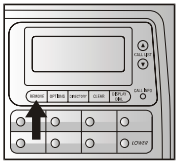
1. Follow the directions in **View directory entries** on page 25 to find the number you want to call.
2. When the entry you want is displayed, press DISPLAY DIAL to make the call. The speakerphone is activated.

   --- **OR** ---

   Lift the handset, then press DISPLAY DIAL to make the call.

NOTE: To exit the directory at any time without saving changes, press CLEAR.

Delete a directory entry



1. Follow the directions in **View directory entries** to find the number you want to delete.
2. When the number you want to delete is displayed, press REMOVE. The entry is deleted.

NOTE: To exit the directory at any time without saving changes, press CLEAR.

Caller ID operation

If you subscribe to caller ID service with your local telephone service provider, this telephone stores all incoming calls with valid caller ID information in the call history. Name, number, time and date can all be stored, if they are sent with the call. A call is assigned a number from 1 to 65. The most recent call will have the highest number. The call history number appears next to the phone number on the display. New (unreviewed) call information shows **NEW** in the display. A repeat call from the same number shows **REP** in the display.

If you answer a call before information appears on the screen, it will not be stored in the call history. Between the first and second rings, the screen displays:

- The caller's name (up to 15 letters are sent by your phone company),
- The caller's area code and telephone number (area code is not displayed if it is programmed as the home area code),
- The time and date of the call.
- The call's position in call history, which is displayed to the left of the phone number.

Call information is displayed for about 30 seconds.

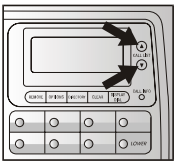
NOTES: 1. If you press REMOVE while the phone is ringing, or while you are on a call, the call information will not be stored in the call history.

2. If you are using the display for setup or to see entries in the set's memory and a call comes in, press CLEAR while the phone is ringing to see the call information. If you were setting up the phone, press OPTIONS first to save the set up information.
   Even if the call information is not displayed, it will be stored in the call history.

Caller ID

You can customize how the caller ID features of this product work. See **Set remaining features** on page 14 for instructions. For options, see CALL HISTORY, REPEAT CALLS, and CALL LIST ORDER in the **Feature summary** on page 15.

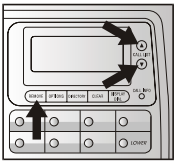
Review call history



To review earlier calls, press **CALL LIST** ▼. To advance through call history from an earlier call, press **CALL LIST** ▲. When you reach the end of call history, the screen displays the beginning of the list again.

Remove call records

Remove a specific call record



1. Press **CALL LIST** ▲ or **CALL LIST** ▼ to display the call record you want to remove.
2. Press and release REMOVE. The call record is removed.

Remove all call records

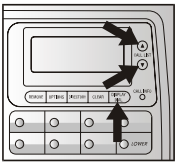
1. Form the idle screen press and hold REMOVE until the screen displays (for approximately 1.5 seconds):

2. Press REMOVE again to remove all calls. The screen will briefly display **DELETED** and then automatically return to the idle screen.

NOTE: Once a call is removed from call history, it cannot be retrieved.

Display dial

While you are reviewing the call history, you can dial a number displayed on the screen.



1. Lift the handset.

   --- **OR** ---

   Skip to step 2 to use the speakerphone.
2. Press **CALL LIST** ▲ or **CALL LIST** ▼ until the number you want to dial is displayed.
3. Press *DISPLAY DIAL*. The screen shows the number being called and the call is dialed automatically. If the screen displays ERROR PRESENT or NO NUMBER, the present number cannot be dialed.

NOTE: You cannot use this feature to dial PRIVATE or UNKNOWN numbers, see page 30.

Dialing Options

If the number displayed in the call history needs to have a **1** or the area code added or removed, you can do that. When the number you wish to call is displayed, press *OPTIONS* and then press **CALL LIST** ▲ or ▼ to scroll through the dialing format choices.

The various dialing options are:

1908555121
908555121
5551212

The specific dialing options available for each call history record depends on the format of the original call.

Screen messages

Screen displays:	When:
PRIVATE NAME	The other party is blocking name information.
PPP	The other party is blocking number information.
PRIVATE CALLER	The other party is blocking name and number information.
UNKNOWN NAME	Your phone company is unable to receive information about this caller's name.
UUU	Your phone company is unable to receive information about this caller's number.
UNKNOWN CALLER	Your phone company is unable to receive information about this caller's name and number.
NO NAME FOUND	There is no directory entry beginning with the letter you entered.
ERROR PRESENT	This number cannot be dialed.
NO NUMBER	This number cannot be dialed.

Default settings

Function:	Default setting:
Language	English
Contrast	2
Clock	12:00 AM 1-01
Call history	All calls
Repeated calls	Combined
Call list order	New calls first
CID - call waiting	On

General product care

To keep your phone working and looking good, follow these guidelines:

- Avoid putting it near heating appliances and devices that generate electrical noise (for example, motors or fluorescent lamps).
- DO NOT expose it to direct sunlight or moisture.
- Avoid dropping the phone and/or other rough treatment.
- Clean with a soft cloth.
- Never use a strong cleaning agent or abrasive powder because this will damage the finish.
- Retain the original packaging in case you need to ship it at a later date.

Technical specifications

Technical specifications

REN	1.0B
Batteries	4 AA
Product weight (unpacked)	1.58 pounds
Product dimensions	6.5 Inches long x 7 inches long x 3 inches high

In case of difficulty

If you have difficulty operating this phone, try the suggestions below.

For customer service, visit our website at **www.telephones.att.com** or call **1 (800)222-3111.** In Canada, please call **1 (866) 288-4268.**

Have the serial number, found on the underside of your phone, available when contacting customer service. Please also retain your receipt as your proof of purchase.

To purchase accessories or replacement parts, please contact customer service through the above website or telephone number.

Telephone operation

Problem	Solution
No dial tone	• Make sure all plugs are connected properly. Inspect the telephone line cord connections at the modular jack and telephone. Also inspect the coiled handset cord connections at both ends. • Unplug the telephone and connect it to another modular jack. If it still does not work and other telephones in your home are working, the problem is with this telephone.
Problem	**Solution**
Telephone does not ring	• Make sure the RINGER switch is not set to OFF. • If there are several other telephones on the same line, try disconnecting some of the other telephones. Having too many telephones connected can also create problems such as low ringer volume or impaired sound quality during calls.
Problem	**Solution**
Incorrect time and date on incoming calls	• The local telecom provides the time of the call along with the other caller ID information. Report the problem to the telephone company. (Telephone should show correct time after the first call) If you do not have caller ID service, please set the time manually.

Telephone operation

Problem	Solution
CALL INFO light incorrectly flashing	• Make sure the telephone line cord is connected properly.

Telephone directory

Problem	Solution
Difficulty storing numbers in memory	• Make sure you are pressing the correct sequence of buttons for storing numbers. • If you are interrupted by a recorded announcement asking you to hang up or by a loud buzzing noise, hang up and store the number without lifting the handset.

Caller ID operation

Problem	Solution
Screen is blank	• Make sure the batteries are correctly installed. • Replace batteries with new batteries.

Caller ID operation

Problem	Solution
Screen displays ERR	The phone has received incomplete or corrupted caller identification information from the telephone company. The phone will display as much information as possible.

Problem	Solution
No caller ID information while on a call	• Make sure your telephone company provides caller ID information while you are on a call. This is sometimes known as **caller ID on call waiting** or **type 2 caller ID.** • Make sure you have the CID - call wait feature on this phone set to ON (see **Feature summary** beginning on page 14 in **Feature setup**). • The phone cannot display the information if another phone on the same line is in use. Make sure all extensions are on hook.
Problem	**Solution**
Display dial does not work	• A home area code must be programmed. If you try to display dial before entering a home area code, you will be prompted to enter the home area code. Enter the code and press OPTIONS.
Problem	**Solution**
Screen incorrectly displays **LINE IN USE**	• Make sure the telephone line cord is connected properly.
Problem	**Solution**
No caller ID information for some calls	• The phone cannot display or store the information while another phone is using the same telephone line and this phone is being used or not.

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